

Hull LINK News

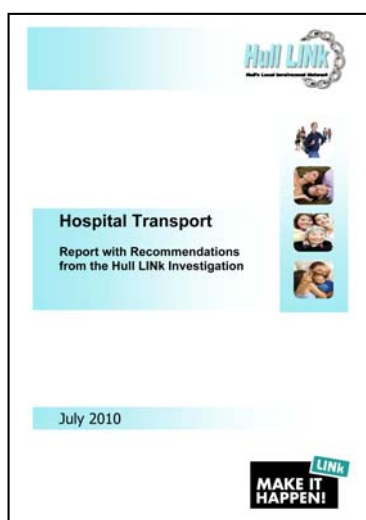


Issue 16
December 2010

Welcome to the latest news bulletin from Hull LINK, the City's Local Involvement Network for Health and Social Care. We can help you improve local services.

Action on Hospital Transport

Hull LINK's report into Hospital Transport has led to major service improvements. At least 40 new car parking spaces have been created at Hull Royal Infirmary. Story on page 3.



Hull LINK Update

This month sees new members joining our Steering Group. In response to our call for nominations in November four members came forward. Barbara Dalby and Lynn Griffin join as individual members. East Yorkshire CAB, represented by Sandra Scarth, is a new group member and Goodwin Development Trust, represented by Sam Bell, will keep their place on the group. These members are elected unopposed as we didn't have enough nominations for a contested election.

Thanks to everyone who has suggested new priorities for the LINK to investigate in recent months. We have recorded all these and there will be a chance to help decide on new investigations early in 2011 - see the next issue for details.

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Response to Alcohol Services Report

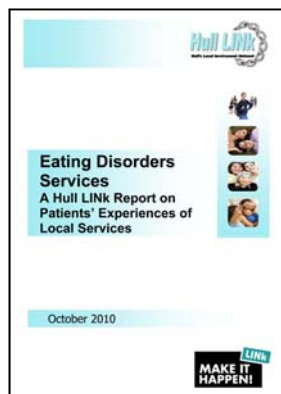
Local services have responded to our recent report which recommended improvements to the city's alcohol services. Key points from the responses:

- ◆ Increased investment in alcohol services is enabling more people to be supported, including new services providing aftercare.
- ◆ The need for a more local inpatient unit for Hull residents is recognised and is being pursued (currently patients go to Bridlington).
- ◆ New nursing staff are to be recruited at local hospitals to support patients with alcohol problems and ensure people are referred to services in the community on leaving hospital.

We'll request updates on progress with all recommendations in 2011.



Response to Eating Disorders Report



In response our report published last month, NHS Hull have agreed to delay the forthcoming tender for the expansion of the Eating Disorder Service, in order to take into account the recommendations made within the report.

They agree with the point made by the LINK that there is demand for greater provision of local services, and are now assessing the aspects local people have asked for. They are also making major investments in services to reduce delays for service users.

Humber Foundation Trust have confirmed that the eating disorder pathway for adults has been benchmarked against NICE guidelines, and the pathway for children's services has also been re-designed. For both adult and child services, there is now a timetable in place for to regularly review each of the pathways, and also the overall service.

Once the new tender has been awarded, local NHS Trusts have agreed to hold a joint event to inform the public of the existing and new services. Hull LINK will help co-ordinate this event and will keep you informed of developments.

Hospital Car Parking

Hull LINK's report into Hospital Transport has helped secure improvements to car parking facilities at Hull Royal Infirmary. Following publication of the report at least 20 extra disabled car parking spaces and 20 extra short stay parking bays have been created in front of the hospital. Hull LINK's George Campbell (left of picture) met with Chris Norman of the Hospital Trust to view the improvements. George explains:

"We received many comments about disabled parking at Hull Royal, particularly around a lack of space. We then worked in partnership with the NHS to deliver improvements."

"The two portacabins which were in front of Hull Royal have been removed to create the extra disabled car parking spaces, which are within easy reach of the main building. The short stay bays will also make life easier for patients. These improvements are evidence that local people have made a difference by 'having their say' on health services".

There was also good news about car parking at Castle Hill Hospital. The NHS has informed Hull LINK that work has begun on a new staff car park which will have space for around 200 cars. This will be based across the road from the main site, with the aim of freeing up more car parking space near the hospital for patients.



New Disabled Car Parking Bays



New Disabled Car Parking Bays



New Short Stay Car Parking Bays



NHS Patient Transport

LINK Secures Improvements to NHS Patient Transport

Hull LINK's report into Hospital Transport is leading to improvements with the NHS Patient Transport Service (PTS). Our report showed that patients and health workers were concerned about long delays, problems booking transport and confusion about eligibility for the service.

Since then, Hull LINK has joined a Quality Review Group with the Yorkshire Ambulance Service (YAS) who provide the transport. Here is a summary of the work which is being done to improve services.



Telephone Booking System

Call handling with patients improved with people spending far less time on hold. In some cases this was reduced from an average time of over 13 minutes to under 30 seconds. However, as a result hospital staff found it more diffi-

cult to get through. To combat this YAS are implementing a new call system.

Eligibility

New eligibility screening has now been agreed and will run from December 2010. It is hoped that this will reduce delays by ensuring that the service can focus on those most in need of help with transport. People who aren't eligible to use the service will be signposted to other forms of transport.

Further Work To Reduce Delays

A new Business Improvement Manager has been recruited and will work on problems in the Hull area.

YAS are looking to align staff rotas more effectively as it was found that there was more demand for transport on certain days of the week. Also, an additional 2 person ambulance is being allocated to the Hull area to help on these days.

YAS will look to transport more patients to hospital by car, increasing the operational hours of their voluntary car service from 2500 hours per month to 3500 hours per month.

Hull LINK has been informed that we should begin to see the impact of these improvements in the first quarter of 2011. We will continue to update members on progress.

Forthcoming Events

Diary
Date

Applying to Awards For All
10:30am-3:30pm, Tuesday 12 January 2011
Hull CVS, The Strand, 75 Beverley Road, Hull

Diary
Date

Information workshop for local groups who wish to learn more about applying for an Awards For All grant. This fund can pay groups, schools and health bodies for activities including: promoting healthier and more active communities; better access to training and skills; stronger communities; and improved urban or rural environments.

To book contact Martin Craven on 01482 324474 or email mcraven@hull-cvs.co.uk

Cognitive Behavioural Therapy (CBT) and Eating Disorders

7.00pm - 9.00pm, Wednesday 26 January 2011

The Bridge Room, Endsleigh Centre, Beverley Road, Hull, HU6 7LJ.

A workshop to gain an understanding about CBT aiming to help change the way you think and understand helpful ways of reacting to situations. Both sufferers of eating disorders and their carers are welcome, along with health professionals working in this area.

To book a place on this course, run by SEED, please e-mail admin@seedeatingdisorders.org.uk

Caring Together - A Community Information Drop-in Event

11.00am - 3.30pm, Wednesday 16 February 2011

St Ninian's and St Andrew's United Reformed Church, Chanterlands Avenue, Hull.

Inviting people living in the Chanterlands Avenue area of Hull to pop along to find out more about what support, advice and services are available in their local area.

Voluntary sector agencies wishing to book a place please contact Pat Campton on 01482 225078 or email pat@carerscentrehull.org.uk.

Healthwise Hull Training Courses - Become a Community Health Champion

Courses each month from January 2011 - Various days and times, venues across Hull.

Healthwise Hull offers a unique and fun opportunity for individuals to be involved in making Hull a healthier place, by training to become a Community Health Champion in the area that they live. The Level One training is free and is accredited by the Open College Network. Expenses and travel costs are covered and help with childcare may be available.

For further details contact Cheryl Oakshott, Healthwise Hull Manager, telephone 01482 485900 or email: coakshott@goodwin-centre.org

News in Brief

HealthWatch Update

September saw Hull LINK running consultation events on HealthWatch, the new independent consumer champion for health and social care.



The Department of Health have informed LINKs of key themes which arose in responses from across the country:

- ◆ Funding: ensuring sufficient LINKs funding in a climate of reduced public spending.
- ◆ Independence: key issues around relationships with local authorities.
- ◆ Transition: support from Department of Health and Care Quality Commission to develop HealthWatch in the coming year.
- ◆ New responsibilities: how LINKs will take over responsibility for complaints and advocacy functions.

Hull LINK's response was one of 100 from LINKs nationally. The government's health bill on the future of the NHS will be published in the new year. LINKs will transform into HealthWatch in 2011-12 - we'll keep you updated.

News from Local Groups

Help with Diabetes

Hull and District Diabetes Support Group meets on the first Tuesday of the month, 7-9pm at Carers' Centre Hull on Prospect Street. Meetings feature guest speakers such as specialists, dieticians and pharmacists. Contact Leo via leocurtis@ukonline.co.uk

Hungry to be Heard

Age UK Hull is working with local hospitals to provide volunteer dining companions who will help patients feel at ease in hospital and assist and encourage them to eat their meals. Volunteers need empathy, understanding and good listening skills, and will need to be CRB checked. Full training provided. For more details contact James on 01482 324644 or email james.tyler@ageukhull.org.uk

We Hear You (W-H-Y)

A new social enterprise offering awareness training, counselling and support to anyone affected by rape and sexual abuse. Services include outreach sessions and a helpline (07971 733948 or 07794 123310). Contact Lisa or Susan on 01482 485927 or email Lisa.Moss@w-h-y.co.uk or Susan.Moore@w-h-y.co.uk

News in Brief and Consultations

Help with Hormone Problems

Aldris Network helps people with a range of problems including thyroid disease, anaemia and pre-menstrual syndrome. Services include a support group, website and ongoing appeal for research funds. Contact 07810 433023. Email aldris2010@hotmail.co.uk.

Website

www.aldrishormonesupport.org.uk

Peter's Story

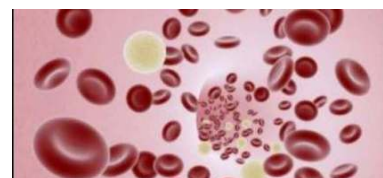
A new DVD developed in response to the local annual suicide audit which shows that 75% of suicides have been male, mostly in the 25-50 age group. Findings show many men did not seek help when life became difficult. The DVD aims to educate, raise awareness and reduce stigma relating to mental health. View the DVD and leave feedback at www.peters-story.co.uk

Not Too Late for your Flu Jab

The vaccination is offered to everyone who is over 65, people with long-term health conditions and, for the first time, pregnant women are being invited to have the free seasonal flu vaccination. It's also recommended for carers. If you have received an invitation to have the vaccine please ensure you keep your appointment. Or, if you have not received a letter but think you may be eligible, please contact your GP surgery.

Review of Vascular Services

Local people's opinions are being sought on proposals under which Hull's



vascular service is set to become one of the region's four main treatment centres for complex cases. For more details visit <http://www.nhshull.nhs.uk/pages/vascular-services-consultation> or for a paper copy contact Rebecca Hart at NHS Hull on 01482 344749 or e-mail rebecca.hart@hullpct.nhs.uk. Deadline 28 January 2011.

Department of Health Consultations

- ◆ An Information Revolution
Ways to have more information on health and social care, what you need and how it should look.

- ◆ Greater Choice and Control
What sort of choices patients want to make, when to make them, and what information and support is needed to make this happen.

Deadline for both the above is 14 January 2011. Visit www.dh.gov.uk/liberatingthenhs

- ◆ Framework for Adult Social Care
New proposed strategy for transparency, quality and outcomes in social care. Deadline 9 February 2011. Visit www.dh.gov.uk/en/Consultations/



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